

## Dr. Masterton & Partners

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## Dr. Masterton & Partners

### FLU CLINICS



### ANNUAL FLU CLINIC INFORMATION

If you suffer from **ANY** chronic condition or are over 65 - you will be due an annual flu jab.

Clinics start in September. Dates are as follows:

Tuesdays - September 28th, October 5th and October 19th - 2pm - 4.45pm

Saturday - October 2nd - 9am - 11am

Monday - October 11th - 5.30pm - 7.30pm.

Parents - if your children are asthma sufferers and are on regular medication, they too need a flu jab.

ALL CLINICS ARE WALK IN.

**PLEASE**, let us know if you do not want a flu jab so we can update your records.

Write comment (0 Comments)

### Urgent Appointments - A letter from the Practice Manager



Dear Patients,

Over the past few months we have been writing to patients who have attended the Walk in Emergency Clinic at Gracefield Gardens or the Accident and Emergency Department at local hospitals.

Many of the responses to these letters are that patients believe they cannot obtain an emergency appointment at the surgery when they need it, or believe the surgery is closed when we are actually open.

Please be advised that should a patient need an "emergency appointment", the GPs will try their best to see you. These requests even in the afternoons are for emergencies that happen on the day; they are not for ongoing issues or a patient needing paperwork to be done. The GPs will be very strict in informing patients if they have used the service wrongly as appointments are limited and those using it unwisely are not helping those who need it urgently. You may have to wait to be seen, but you will be given this option at the time of call. These appointments are ONLY 10 MINUTES each.

We do not have clinics on Tuesday afternoons, but the majority of the time there is a GP around to advise patients if needed.

We are also open every day from the following times:

Monday 8.00am - 7.30pm  
Tuesday 8.00am - 4.45pm  
Wednesday 8.00am - 7.00pm  
Thursday 8.00am - 7.00pm  
Friday 8.00am - 6.30pm  
Saturday 9.00am - 12.00pm

We do not close for lunch on any day.

When we are closed, you can still phone the surgery and will automatically be transferred to the out of hour's provider Seldoc if you need someone in an emergency. Even when we are open, you can also phone NHS Direct on 0845 46 47 for advice or check out their website to aid you to self help. Local Pharmacists are also available for small emergencies e.g. cystitis, eye infections etc.

Another issue is that patients feel they cannot speak to a GP via the phone.

Again this is untrue as every day (if a GP is on duty) they receive messages from patients who need urgent advice. You will be asked your name, contact number and reason for the call and why you need the GP to phone you. The more information you can give, will help the GP advise you when they return your call.

I hope all the above helps you in knowing a little more about the surgery and it's services to you.

Ruth James-Morse  
Practice Manager

➤ [Write comment \(0 Comments\)](#)



Welcome to Dr. Masterton & Partners surgery website.

The surgery has been in existence at the present location since 1998. We have 4 full time GPs; 1 female and 3 male:

Dr. J. Masterton (f)  
Dr. K. Thomson (m)  
Dr. I. Bolade (m)  
Dr. T. Otuguor (m)

This website will give details of the services available to you as our patient, and information on the Practice procedures relating to the care we offer to you. If you have any queries which are not answered by the information on this website do not hesitate to contact us or to visit the surgery.

➤ [Write comment \(0 Comments\)](#)



## Smoking Status



It is important to us to always have your medical records up to date. Your current smoking status should be updated as frequently as possible, so we have created a short web form for you to fill out and send to us, which may help you with follow-up and specialist clinic appointments should it be deemed necessary.

The form is available from the **Services** menu or you can [Click here](#)

[Write comment \(0 Comments\)](#)

## Listen to our articles!



We have added the functionality to our website that allows visitors having trouble reading webpages to listen to each individual article through a text-to-voice interpreter!

To enable the text-to-voice interpreter, simply click on the audio button (indicated inside the red circle).

After listening you have the choice to simply close the window that pop up or save the audio as an MP3 file!

➤ [Write comment \(0 Comments\)](#)

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